

Baron v Argos

1) I am a semi-retired journalist and have lived at my current address since 1986.

2) On April 21, 2025, I purchased two 256Mb memory sticks from the Argos store in Penge. Their actual capacity appears to be only 232Gb but I am not complaining about this.

3) I was given a receipt for this purchase but I disposed of it the following day. Generally, I keep receipts for debit card purchases only until they show up in my on-line account, and this one did, see Exhibit argos-4, the entry is dated the following day.

4) You will notice too that I made another purchase from Argos on April 24, shown here as April 25. This was for another 256Gb memory stick, slightly more expensive but reliable.

5) On April 23, the first of the two memory sticks purchased on April 21 failed to copy properly and was clearly defective so I returned it and asked for a refund. The sales assistant said I needed a receipt, and when I told her I had disposed of it, she gave me a piece of paper, Exhibit argos-1 and circled a phone number on it. She told me this was how I would be issued a new receipt.

6) When I phoned this number, I received only an automated reply which asked me to give a receipt number. I used the on-line help and chatted with a real person, but again, I was not issued with a receipt number.

7) In the meantime, the second memory stick proved defective - buy cheap, pay twice - so I returned this as well and took with me a print out from my bank statement - the aforementioned argos-4.

8) I was told again by the sales assistant that I needed a receipt. When I told her my very recent purchase must be on the store system, she rebutted this claim. She would not accept my bank statement as proof.

9) Annoyed by this, I wrote a letter to the Argos complaints department and delivered it by hand to their London head office - see Exhibit argos-letter-april-29. In that letter, I asked for a full refund and £30 compensation for the time and effort I had wasted. I am sure the Court will agree this was not unreasonable.

10) On May 8, I received an e-mail from Chris Stockton - Exhibit argos-stockton-1. This reply was inadequate, so I e-mailed him the following day - Exhibit argos-stockton-2.

11) His final response was an unqualified refusal - Exhibit argos-stockton-3.

12) My final response is Exhibit argos-stockton-4.

13) As there has been no further response, I have two choices - I can either let this go or sue. I have chosen the latter.

14) Under the *Consumer Rights Act*, 2015, goods should be of marketable quality and can be returned within 30 days if they are not.

15) The only ground given for Argos refusing me a refund is that I have not provided proof of purchase. I have. If my bank statement is not acceptable then Argos should consult their own system which will show the purchase. Furthermore, I still have the defective memory sticks and attach proof: Exhibits argos-2 and argos-3.

16) In view of the extreme aggravation this has caused me, I ask the Court to award me the following:

£35.98 - the cost of the defective memory sticks.

£30.00 - the original compensation claimed.

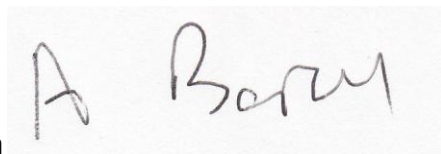
£75.00 - the cost, time and effort, including research, into bringing this action.

Total: £140.98 plus the court fee for this claim.

17) I would add that I find the attitude of Mr Stockton and therefore Argos beneath contempt. Over the last few years I must have spent over a thousand pounds in Argos, in that store and the one at Bell Green. In 2023, I bought a new gas stove which with installation cost me several hundred pounds.

18) If I do not receive full satisfaction and an apology I will never shop at Argos again. I will also publicise this act of treachery as widely as I can.

Statement of truth: I believe the facts stated in this claim are true.

A handwritten signature in black ink that reads "A Baron". The signature is written in a cursive style, with the first letter 'A' being large and prominent, followed by the word "Baron".

Signed A Baron

June 1, 2025